

**ACTIVE CASES**  
**Analysis October 2003 QA Results for Food Stamps**

**Sample Size:** 76  
(drops excluded)

**Statewide Total October:**

Total Issuance in Sample: \$12,947.00  
Total Number Error Cases: 13  
Error Amount Total: \$ 1,063.00  
Percentage of Dollars in Error: 8.2%  
**FFY 2004 Error Rate YTD: 8.2%**

\*\*\*\*(14.4% of the total number of cases sampled were in error)\*\*\*\*\*

**OCTOBER 2003:**

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2004 ERROR RATE
STATEWIDE	\$12,947	13	\$1,063	8.2%	8.2%
MILWAUKEE	4,847	6	650	13.4%	13.4%
BAL- STATE	8,100	7	413	5.1%	5.1%

**REDUCED REPORTING : (Phase 1)**

A review of error cases that in the best-case scenario would not be considered errors under the new reduced reporting rules shows the following results. The error rate for October would look like this:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2004 ERROR RATE
STATEWIDE	\$12,947	10	\$ 769	5.9%	5.9%
MILWAUKEE	4,847	4	413	8.5%	8.5%
BAL-STATE	8,100	6	356	4.4%	4.4%

**\Statewide, of the 13 errors:**

- 7 agency preventable errors.
- 1 "agency" –Agency failed to verify utility at move (extenuating issues)

- 4 client “failure to report” errors—three of which would likely not be considered errors under new reporting rules.
- 1 CARES “errors”- W2 not budgeted for FS calculation.

#### **Overview of the errors and where they occurred:**

- Of the 7 APES and 1 agency error, only 2 were in Milwaukee, and 5 in balance of state.
- **Type of APES and “agency” errors (8):**
  - 1- Failure to prorate initial benefits
  - 1- agency opened FS with no FTF or request for FS (QC must use sample month circumstances for this “out of cert” case)
  - 1- Data Exchange: failure to act on 7 SS DX over 9 months
  - 1-Child Support budgeted inaccurately
  - 3- Utilities and rent changes-failure to verify at app or at move
  - 1-Disability: the shelter cap was lifted in calculation –person not disabled. (ANDI coding error)
- **Types of client non-reporting errors (4):**
  - 1- Failure to report new job ( in future not error under S/R rules)
  - 1-Failure to report pay rate increase (in future not error under S/R rules)
  - 2-Failure to report move and/or rent change at application
- **Types of CARES errors (1):**
  - 1- W2 income not included in FS budget that should have been

#### **Trends or Possible Recommendations?**

- **4 of the 8 total (APE/ Agency) errors were caused by not setting up the case correctly at application. One more was set up incorrectly at re-certification.**
- Moving toward 12 month certifications with one Interim Report makes correct actions at certifications and re-certifications extremely crucial.
- Seven agencies shared the 13 total errors this month.
- We are still in the transition stages of case changes occurring before and after the Simplified (Reduced) Reporting changes. There should be fewer client errors for those reasons as we progress. Clients are still not reporting everything accurately at application and re-certification.
- Milwaukee had fewer APES in proportion to the rest of the state-- compared to what they had been exhibiting in the past.
- There were no agency earned income budgeting errors this month. Could be significant or could be chance. More months will tell.
- The month’s sample size is significantly smaller than in the past. Caseload growth will determine in a few months whether larger samples must be pulled.

**“Biggest Contributors”: The cases that caused the largest dollar errors for October 2004 (including client errors):**

- Milwaukee County, \$206 Client Error: failure to report a new job. This occurred prior to reduced reporting rules change. This would not be an error in the future since the income didn't exceed 130% of FPL for the group size.
- Milwaukee County, \$172 Agency Preventable Error: Agency worker did not act on 7 Data Exchanges received for two new Social Security sources, over a period of 9 months. (QA investigated to see if frequent changes of ES workers across regions contributed to this: the same worker had the case the entire time.)
- Sokaogon Chippewa ESA: \$141 Agency Preventable Error: Agency opened FS in October. There is no indication client requested them; no FTF interview. Either client requested by phone and agency opened them or agency was processing MA and ran into date trouble on ACPA (“cannot run 9 months live” alert) and had to change the date. Unfortunately if that is so they should have made sure FS request said no. Since CARES still shows this household open for FS, it appears the first scenario most likely.

mbw 2/20/04